



Resident Handbook

Franklin Redevelopment and Housing Authority
601 Campbell Avenue Franklin, Virginia 23851
(757) 562-0384 FAX (757) 562-0267



Equal Housing
Opportunity

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WELCOME TO OUR COMMUNITY



The Franklin Redevelopment and Housing Authority welcomes you to our community! We are dedicated to providing decent, safe and sanitary housing with outstanding customer service.

We hope you will enjoy living in your new apartment home. If you have any further questions please contact the management office.

Office Hours

Mon, Tues, Wed and Friday

8:30 A.M. to 5:00 P.M.

Thursday

8:30 A.M. to 12:00 – 4:00 P.M. to 5:00 P.M.

Closed 1:00 P.M. to 4:00 P.M. for Staff Training

Frequently Used Telephone Numbers

FRHA Campbell Avenue Office 757-562-0384
FRHA Suburban Office 757-562-5177
FRHA Berkley Court Office 757-569-8244

West Service Center 757- 487-4420

Public Services

Franklin Municipal Power and Light 757-562-8568



Non-Emergency Numbers

City of Franklin Police Station 757-562-8575
Information 411

Emergency Calls

FRHA after Hours Emergency Calls 757-547-6005
***FIRE, POLICE, PARAMEDIC** 911

Website: www.frhaonline.org

MOVING IN

Prior to moving into your new apartment home, you will be required to inspect the unit with a management representative. During the inspection please check the following:



- Lights
- Doors
- Locks
- Plumbing
- Kitchen Appliances

If there is a problem, the management representative will submit a work order to have the items repaired.



UTILITIES

You will be required to have the utilities turned on in your name. These services can be obtained through Franklin Municipal Power and Light located at 207 W. 2nd Avenue in downtown Franklin.

PARKING



Each vehicle is required to have a parking sticker placed visibly displayed on the rear window of the vehicle. All visitors will also be required to have a visitor's pass placed visibly in the front window of their vehicle. If you fail to place a parking sticker in the window of the vehicle and your car is towed please call 757- 487-4420.



POSTAL SERVICE

The mail receptacles are located conveniently near the leasing office at Pretlow and Oldtown and adjacent to the buildings at Berkley Court.

The local postal service will assign you a mail box number and issue you a key. Prior to being assigned a mail box the post office will need a copy of your lease along with the fee charged for your mail box. The post office is located 519 N. Main Street in downtown Franklin.

CABLE AND SATELLITE SERVICES



You are permitted to install cable. However you must obtain a cable installation agreement form completed by the property management prior to the installation.

Satellite service is allowed and an installation agreement form will need to be completed by the property management prior to the installation.

The satellite dish is only allowed to be mounted in the ground on a pole and you will be required to pay a satellite dish deposit of \$100.00.



DECORATING YOUR HOME

We encourage you to decorate your home and make it look and feel the way you'd like. However when decorating please remember:

- Rugs are allowed but they may not be nailed or glued to the floor.
- No painting the unit different colors.
- Do not damage the walls when hanging pictures.



RENTAL PAYMENTS

Rent is due on the first day of each month and should be placed in the drop box at the Public Housing site where you reside.

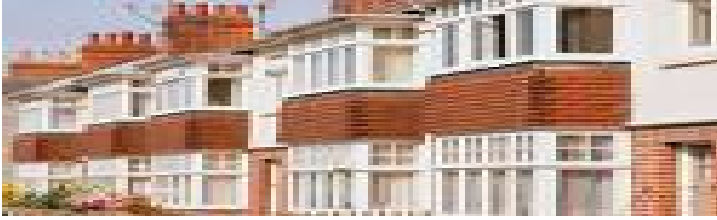
Please make your check payable to FRHA and be sure your apartment number listed on your check or money order to ensure credit to the proper account. We do not accept cash.

There is a \$25 late fee for rents received after the 5th of the month and a \$40.00 charge for returned check.



RE EXAMS

Once a year, the Housing Authority is required to complete an annual review of each family's composition and income in order to calculate the correct rent. The Housing Authority staff will mail an appointment notice scheduling an interview. All residents 18 years of age or older must come to the interview appointment.



RENT CALCULATION

The Housing Authority currently offers **INCOME BASED RENT** as well as **FLAT RATE RENT**. Income based rent is calculated based on 30% of your monthly gross income and allows for eligible deductions such as the number of dependents, child care expenses and medical expenses.

If there is any change in your household size or in income you must notify FRHA with in ten (10) days of the change.

***EXAMPLE OF INCOME BASED RENT**

For example: This mother of two, a boy and a girl, would qualify for a three bedroom apartment home.

Total Annual Gross Income	\$18,000.00
Total Eligible Deductions (two children)	<u>- 960.00</u>
	\$17,040.00
	Divided by <u>12</u>
Monthly Adjusted Income	\$1,420.00
30% Monthly Adjusted Income	\$426.00
Utility Allowance	<u>-\$109.00</u>
Total Rent Payment	\$320.00

FLAT RATE RENT

The flat rate rent is based below the fair market rent value for the apartment home. The flat rate rent option allows our residents to increase in earnings while allowing them to maintain low and manageable rent payment.

Our current flat rate rents for our apartment homes are listed below:

- 1 Bedroom \$350.00
- 2 Bedroom \$412.00
- 3 Bedrooms \$500.00
- 4 Bedrooms \$573.00
- 5 Bedrooms \$628.00



SECURITY

Not only does FRHA work very closely with the City of Franklin Police Department but we have also employed Virginia Regional Security Company to patrol our grounds.

These highly trained professionals protect against any activity that threatens the right to peaceful enjoyment of the premises by our residents.

Franklin Redevelopment and Housing Authority have adopted the One Strike Policy and have a zero tolerance for criminal activity of any kind!

HOUSEKEEPING and MAINTENACE INSPECTIONS



Keeping your unit and the out side area of your unit cleaned and well maintained and free from hazards. FRHA is required to inspect each unit on an annual basis. You will be given a 48 hour notice prior to entry. FRHA is also required to complete maintenance inspections annually as well. This inspection addresses the items that need to be repaired in the unit. You will not be charged for damages that are caused by normal wear and tear. You will be responsible for the cost of repair for any damages to your apartment caused by you or by your household members or guests due to proper use, neglect, abuse or carelessness.

The following are coded as EMERGENCY. They are to be completed or abated within 24 hours:

- Gas Leaks
- Broken Water Lines
- Toilet Stoppage (If there is only one restroom in the unit)
- Water Heater Burst
- Main Line Stoppage
- No Water through out unit
- Entry Door Broken and Unable to Lock
- Defective or Missing Smoke Detector
- Collapsing Wall or Ceiling
- Electrical Failure through out Unit
- Exposed or Frayed Electrical Wires

All other requested repairs are to be completed within 72 hours.



PEST CONTROL

The Authority provides a monthly pest control service to prevent vermin. You will be notified in advance of the scheduled routine visits. Please cooperate by admitting the exterminator when he or she comes to inspect and treat your apartment.

You must report the presence of any mice, roaches or other vermin as soon as they are discovered, and your Management Office will immediately schedule a visit. You should never use any multiple fogger type aerosol bug sprays in the apartment.

COMMUNITY SERVICE

In accordance with the Housing Act of 1998, certain public housing residents must provide eight hours of community service or participate in eight hours of economic self-sufficiency training a month, as a condition of their tenancy.



Every adult who is 18 or older, and below the age of 62 who does not qualify for an exemption must provide community service. Community service is a condition of your tenancy and your compliance or lack of compliance could affect your family's right to remain in public housing.

Individuals exempt from this requirement include those adults who are:

- 62 years of age or older
- Blind or Disabled
- A primary caregiver to someone 62 years or older, blind or disabled
- Is engaged in work activities (includes training programs)



Resident Services and Counsel

Resident Services is designed to help improve the quality of our resident's lives. We currently offer a variety of programs such as the Family Self Sufficiency Program, GED Program and a Homeownership Program. We also offer assistance by providing Life Skills classes, Pharmacy Technician training and CNA classes.

Our Resident Counsel consists of a group of residents who work closely with our Residents Service Coordinator to provide certain activities for our communities.

Resident Counsel meetings are held on a monthly basis. A variety of issues are discussed at the meetings that may impact your stay in our community. We encourage you to attend these meetings and to become familiar with your resident leaders so that you can become an active voice in your community.